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Medicare Durable Medical Equipment Competitive Bidding Program

Att: Wally Herger, Chairman
Subcommittee on Health

Our company has been servicing medicare patients for almost 7 years and we pride ourselves in our caring and efficient service to our patients.

We contracted with Agape Medical Management from Riverside, California to assist us in the submission of our bid for round 2. They came highly recommended by Invacare Supply Group. Their process is to send you specific tasks, which we completed and they would enter all the data into D Bids. The bid would be returned to us for accuracy and we would submit it to Medicare. We were bidding in 4 areas and 7 categories.

We had trouble communicating with this company. You could not get through to anyone, all voice mails were full and no one called you back. At noon on March 30th, we spoke to Don Hudson our sales person. He assured me that we would have everything by 3P.M. EST. After that conversation we could not get through to them. Our bids were never entered and we were unable to get into D Bids. When the CBA's started to populate, we were only able to complete 2 oxygen CBA's, which I am sure you can see. We called Agape first thing Monday morning only to be told they were closed. On Tuesday, April 3rd, we were told that everyone was on vacation until April 9th.

We have since been in touch with many companies who are in the same position as we are. We contacted Elaine Hensley from Palmetto. She said she would forward our information to Medicare. Cara Bachenheimer from Invacare advised us to contact John Blum and Laurence Wilson from Medicare.

Agape told us that the computers were so overloaded that they could not complete the data entry. It seems that they were trying to lower the playing field and if less people submitted bids, the remaining companies would have a better chance. I don't know the statistics from Round 1 but I am sure some companies who did not get the bid went out of business. I am sure this will happen with round 2.

All we want is a chance to enter our bid.

This whole process cost a fortune to implement. You would have been better off just cutting the reimbursements . Having less companies service these patients will also affect the quality of care given to medicare patients.